



PATENT
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit:
Carl Schoeneberger et al.)	Examiner:
Serial No.: 10/632,615)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: CONTACT CENTER)	Sunnyvale, CA 94086
ARCHITECTURE)	(408) 530-9700
<hr/>		Customer No.: 28960

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3/2/04

By: Thomas B. Haverstock

Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 3-2-04 By: John D. Reason



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Carl Schoeneberger et al.)	Examiner:
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Serial No.: 10/632,615)	
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Filed: July 31, 2003)	<u>SUPPLEMENTAL INFORMATION</u>
)	<u>DISCLOSURE STATEMENT</u>
)	
For: CONTACT CENTER)	162 N. Wolfe Road
ARCHITECTURE)	Sunnyvale, CA 94086
)	(408) 530-9700

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

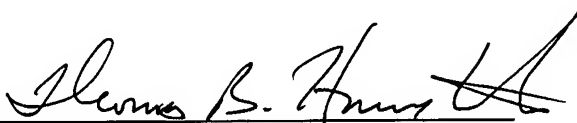
Applicants have become aware of the following printed publication which may be material to the examination of this application:

- U.S. Patent No. 6,574,218 B1;
- U.S. Patent No. 6,678,265 B1; and
- U.S. Patent No. 2003/0133558 A1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3-2-04

By: 
Thomas B. Haverstock
Reg. No.: 32,571


Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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- 2 -

HAVERSTOCK & OWENS LLP.

Date: 3-2-04 By: 



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In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER
ARCHITECTURE**

) Group Art Unit:

) Examiner:

) **CERTIFICATION FOR**
) **SUPPLEMENTAL INFORMATION**
) **DISCLOSURE STATEMENT UNDER 37**
) **CFR § 1.97(e)**

) 162 N. Wolfe Road
) Sunnyvale, CA 94086
) (408) 530-9700

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I hereby certify that the attached three (3) references contained in this information disclosure statement were cited within an International Search Report (ISR) mailed on January 29, 2004. **Accordingly, the references contained in the information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3-2-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

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- 2 -

HAVERSTOCK & OWENS LLP.

Date: 3-2-04 By: John D. Russell

FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 07/31/03

Group Art Unit:

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,574,218 B1	06/03/03	Cooklev	370	352	05/25/99
	AB	6,678,265 B1	01/13/04	Kung et al.	370	352	12/30/99
	AC	2003/0133558 A1	07/17/03	Kung et al.	379	215.01	12/30/99
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
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	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.